

WORKFORCE DEVELOPMENT SUPERVISOR I

DEFINITION

This is supervisory and technical work in the direction of a small staff performing workforce development and training services for the Division of Workforce Development.

An employee in this class supervises a small technical and clerical staff specializing in workforce development functions and usually performs the more difficult tasks related to these functions. Work includes responsibility for training staff, assigning duties, evaluating performance and maintaining records. The employee receives direction from a workforce development supervisor or other administrative superior.

Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.

EXAMPLES OF WORK

Supervises a unit providing general interviewing and placement services for designated occupational groups in a large office; provides functional supervision of those activities involved in providing specialized services to veterans, older workers, the disabled, or job applicants requiring job clearance or selective placement.

Supervises a unit responsible for a phase of the placement function in a medium-sized office.

Supervises staff engaged in all phases of workforce development activities in a small office; may personally perform the more difficult work.

Consults with superiors on matters involving operational policy and procedures and adjusts unit operations to accommodate policy or procedural changes.

Analyzes and evaluates operations and reports to an immediate superior, in accordance with instructions or established procedures.

Assists in training employees in interviewing, job development and placement procedures and techniques.

Performs other related work as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES

Working knowledge of current local employment conditions and practices in both private and public sectors.

Working knowledge of organization, skills, techniques and procedures involved in the operation of a workforce development system.

Working knowledge of principles and techniques involved in the supervision of clerical and technical employees in workforce development work.

Working knowledge of principles and objectives underlying the workforce development programs and of the applicable state and federal laws.

Ability to establish and maintain effective working relationships with employees, applicants, employers, contractors, training institutions, community organizations, etc.

Ability to interpret and apply complex operating instructions, regulations, procedures, etc.

Ability to plan, supervise and evaluate the work of a small number of employees engaged in relatively complex operations.

WORKFORCE DEVELOPMENT SUPERVISOR I (Cont'd)

EXPERIENCE AND EDUCATION QUALIFICATIONS (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of experience as a Workforce Development Specialist I with the Division of Workforce Development.

OR

One year of experience in the areas described below; and graduation from an accredited four-year college or university with specialization in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas. (Additional experience in the areas described below may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas may be substituted on a year-for-year basis for the stated experience.)

AREAS OF QUALIFYING EXPERIENCE

1. Technical or professional work in the fields of social service, education, job placement, community organization or related areas, or in business, personnel or public administration involving responsible public contact.
2. Military experience, at the E-5 level or above, in recruiting involving personnel administration, interviewing, selection, classification, placement or counseling.

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